

		Docket Number 01-033	Application Number 09/973,581
		Applicants Walker et al.	
		Filing Date October 9, 2001	Group Art Unit 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	A	3,997,718	12/14/76	Ricketts et al.	178	6.8	
	B	4,468,528	08/28/84	Reece et al.	179	18 B	
	C	4,577,067	03/18/86	Levy et al.	179	99 H	
	D	4,706,275	11/10/87	Kamil	379	144	
	E	4,788,715	11/29/88	Lee	379	84	
	F	4,893,330	01/09/90	Franco	379	91	
	G	4,953,204	08/28/90	Cuschleg, Jr. et al.	379	266	
	H	4,975,942	12/04/90	Zebryk	379	144	
	I	5,003,584	03/26/91	Benyacar et al.	379	119	

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	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	Translation	
							Yes	No
	J	WO 98/10558	12/03/98	PCT				

OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)

	K	“Audio.Com (North Miami, Florida) is Working to Turn Telephone Hold Time into a Prime Promotional Opportunity”, Advertising Age, December 20, 1982, pg. 24MW1.
	L	“Callers Don’t Mind Hearing Helpful Ads When on Hold”, Telecommunication Alert, December 1990, Volume 8, No. 12.

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	M	5,020,152	05/28/91	Glista, Jr.	455	601	
	N	5,058,152	10/15/91	Solomon et al.	379	67	
	O	5,146,491	09/08/92	Silver et al.	379	114	
	P	5,148,474	09/15/92	Haralambopoulos et al.	379	111	
	Q	5,163,086	11/10/92	Ahearn et al.	379	91	
	R	5,166,974	11/24/92	Morganstein et al.	379	67	
	S	5,204,894	04/20/93	Darden	379	88	
	T	5,222,121	06/22/93	Shimada	379	88	
	U	5,249,219	09/28/93	Morganstein et al.	379	84	
	V	5,251,252	10/05/93	Katz	379	92	

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	W	Doyle, T.C., "Wordperfect's Mix" Deejays Offer Users Toll-free Easy Listening", Computer Reseller News, January 6, 1992, pg. 114.
	X	"Acquisition: US West Marketing Resources Acquires Please Hold Promotions.", Edge, on & about AT&T, March 7, 1994, Vol. 9, No. 293, pg. 25(1).

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EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	Y	5,287,403	02/15/94	Atkins et al.	379	144	
	Z	5,311,574	05/10/94	Livanos	379	88	
	AA	5,353,335	10/04/94	D'Urso et al.	379	67	
	BB	5,359,642	10/25/94	Castro	379	121	
	CC	5,420,926	05/30/95	Low et al.	380	24	
	DD	5,444,774	08/22/95	Friedes	379	266	
	EE	5,469,497	11/21/95	Pierce et al.	379	115	
	FF	5,483,588	01/09/96	Eaton et al.	379	202	
	GG	5,485,510	1/16/96	Colbert	379	145	
	HH	5,488,411	01/30/96	Lewis	348	8	

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II	Valenz, Shari, "Going Past the Tip of the Iceberg: Unified Messaging and Multimedia Apps are Voice Mail's Future.", Teleconnect, April 1994, Vol. 12, No. 4, pg. 66(28), ISSN: 0740-9354.
JJ	Higgins, Terry, "Since we're Always on Hold, We might As Well Dance to it.", Business Journal-Milwaukee, April 9, 1994, Vol. 11, No. 27, pg. 5A(1).

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EXAMINE R INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	KK	5,511,112	04/23/96	Szlam	379	88	
	LL	5,513,117	04/30/96	Small	364	479	
	MM	5,515,421	05/07/96	Sikand et al.	379	67	
	NN	5,521,631	05/28/96	Budow et al.	348	7	
	OO	5,528,670	06/18/96	Elliot et al.	379	89	
	PP	5,537,464	07/16/96	Lewis et al.	379	114	
	QQ	5,546,446	08/13/96	Tsunokawa et al.	379	114	
	RR	5,559,871	09/24/96	Smith	379	115	
	SS	5,561,707	10/01/96	Katz	379	88	
	TT	5,565,908	10/15/96	Ahmad	348	7	

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	UU	Day, Charles E., "New Technologies that Facilitate Integrated Inbound/Outbound Marketing", Telemarketing, May 1994, Vol. 12, No. 11, pg. 75(4).
	VV	Day, Charles E., "Call-blending Technology that Suits your Needs: Predictive Dialer Manufacturer's Perspective", Telemarketing, January 1995, Vol. 13, No. 7, pg. 56(2).

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	WW	5,557,109	11/19/96	Stimson et al.	379	112	
	XX	5,581,270	12/03/96	Smith et al.	345	2	
	YY	5,592,537	01/07/97	Moen	379	67	
	ZZ	5,603,078	02/11/97	Henderson et al.	455	5.1	
	AAA	5,608,785	03/04/97	Kasday	379	90	
	BBB	5,621,787	04/15/97	McKoy et al.	379	144	
	CCC	5,638,426	06/10/97	Lewis	379	90	
	DDD	5,651,058	07/22/97	Hackett-Jones et al.	379	201	
	EEE	5,715,298	02/03/98	Rogers	379	91.01	
	FFF	5,729,279	03/17/98	Fuller	348	8	

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	GGG	Manrique, John, "Focus On: Options for On-Hold Messaging Equipment.", Telemarketing, March 1995, Vol. 13, No. 9, pg. 53(3).
	HHH	Ousey, Alison, "Voice Mail: New Directions." Teleconnect, April 1995, Vol. 13, No. 4, pg. 63(25), ISSN: 0740-9354.

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	III	5,749,075	05/05/98	Toader et al.	705	14	
	JJJ	5,767,894	06/16/98	Fuller et al.	348	8	
	KKK	5,784,565	07/21/98	Lewine	395	200.59	
	LLL	5,818,512	10/06/98	Fuller	348	8	
	MMM	5,818,836	10/06/98	DuVal	370	389	
	NNN	5,825,863	10/20/98	Walker	379	144	
	OOO	5,835,126	11/10/98	Lewis	348	8	
	PPP	5,867,566	02/02/99	Hogan et al.	379	115	
	QQQ	5,872,834	02/16/99	Teitelbaum	379	93.03	
	RRR	5,884,284	03/16/99	Peters et al.	705	30	

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	SSS	"Focus on: What to Expect from an On-hold Message Service Provider.", Telemarketing, August 1995, Vol. 14, No. 2, pg. 38(3).
	TTT	"US Call Center Hardware and Software Markets", Frost & Sullivan, February 1996.

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	UUU	5,946,388	08/31/99	Walker et al.	379	266		
	VVV	6,014,439	01/11/00	Walker et al.	379	266		
	WWW	6,139,431	10/31/00	Walker et al.	463	20		
	XXX	6,178,240 B1	01/23/01	Walker et al.	379	266		
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	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	Translation	
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	YYY	Kidd, Joe, "Oregon's Symantec Hires Telephone 'QJS' to Entertain Callers", Register-Guard, February 22, 1996.						
	ZZZ	Deixler, Lyle, "Teledata's Call Link for Windows.", Teleconnect, March 1996, Vol. 14, No. 3, pg. 44(2).						
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	AAAA	Hall, Susan Bard, "Hotels Dialing Up 'On Hold' Promos", Hotel & Motel Management, March 18, 1996, Vol. 211, No. 5, pg. 10.	
	BBBB	Anderson, J, "Microsoft Return of the Arcade.", Computer Gaming World, May 1996, No. 142, pg. 54(1).	
	CCCC	Ousey, Alison, "On-Hold Messaging.", Teleconnect, September 1996, Vol. 14, No. 9, pg. 54(12).	
	DDDD	Pulliam, Liz, "College Students May Learn the Hardest Accounting Lessons Outside the Classroom.", The Orange County Register, September 1, 1996, Business Section, Pg. K01.	
	EEEE	"Kids Phone Usage Another Way for Marketers to get Connected", Phillips Business Information, Inc., January 22, 1997.	
	FFFF	"CollegeTalk: A must for any family with a student in college.", (http://www.adforce.com/video/ctalk.htm), download date: May 21, 1997.	
	GGGG	"US West, Qwest Create Phone Alliance", The Arkansas Democrat-Gazette, May 11, 1998, Section: News, pg. D2.	
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